

**PERFORMANCE INDICATORS FOR SUBSTANCE ABUSE SERVICES
ELECTRONIC SUBMISSION FORMS**

DATA REPORT FORMS

The data are collected quarterly for each substance abuse services regional area by means of a report form for each Performance Indicator. They are viewed as starting points for a long-term effort to improve quality of services and enhance accountability of the substance abuse treatment system.

The quarterly due dates for these reports are as follows:

<u>Time Periods</u>	<u>Due Dates</u>
<input type="checkbox"/> October - December _____(year)	February 28
<input type="checkbox"/> January - March _____	May 31
<input type="checkbox"/> April - June _____	August 31
<input type="checkbox"/> July - September _____	November 30

**MICHIGAN SUBSTANCE ABUSE SERVICES
PERFORMANCE INDICATOR SYSTEM, 5.2
DATA REPORT**

For

_____ Coordinating Agency

ACCESS: PENETRATION RATES FOR SELECTED POPULATIONS

Time Periods

- ☐ October - December _____(year)
- ☐ January - March _____
- ☐ April - June _____
- ☐ July - September _____

Due Dates

February 28

May 31

August 31

November 30

FY 2005 Quality Improvement Performance Indicators:

Number of persons served age 12-17 who received services that are supported in whole or in part by funding provided in SA contract with MDCH and PIHPs divided by number in area census age 12-17.

Number of persons served who are women of child-bearing age (ages 11-44) who received services that are supported in whole or in part by funding provided in SA contract with MDCH and PIHPs divided by number in area census who are women of child-bearing age.

Number of persons served of ethnic minority groups who received services that are supported in whole or in part by funding provided in SA contract with MDCH and PIHPs. divided by number in area census of ethnic minority groups.

Number of persons served who are injecting drug users who received services that are supported in whole or in part by funding provided in SA contract with MDCH and PIHPs divided by estimated number in area census of persons who are injecting drug users.

Population	1. # Persons Served	2. # in Area 2000 Census	3. Penetration Rate
Persons Age 12-17			
Women of Child-Bearing Age			
Persons of Ethnic Minorities	See Next Page	See Next Page	See Next Page
	# Persons Served	Estimated # in Area	Penetration Rate
Persons who Inject Drugs			

ACCESS: PENETRATION RATES FOR SELECTED POPULATIONS (cont.)

Definitions:

“Served” means received treatment services that are supported in whole or in part by funding provided in SA contract with MDCH and PIHPs.

Include those persons who reside in the CA region who were served (i.e. had services paid for by the CA) out of the CA region; **do not** include those served in the CA region who reside out of the CA region (and whose services were paid for by another CA).

CAs should ensure that total persons served is greater than the sum of the persons in a subset of the total population. The number will be greater when family members/ significant others and persons with no current substance abuse are included in the treatment.

“Ethnic Minority” categories are:

- Native American
- Asian or Pacific Islander
- African American/Black
- Hispanic

“Persons who Inject Drugs” means those who have used a needle and syringe to inject drugs at least once in the past 30 days.

Cases are to be discharged if 30 days pass without the client receiving services. The discharge date is the last date services were provided.

Ethnic Minority Categories

Population	1. # Persons Served	2. # in Area 2000 Census	3. Penetration Rate
Native American			
Asian or Pacific Islander			
African American/Black			
Hispanic			

**MICHIGAN SUBSTANCE ABUSE SERVICES
PERFORMANCE INDICATOR SYSTEM 5.2
DATA REPORT**

For

_____ Coordinating Agency

**ACCESS: PENETRATION RATE OF POTENTIAL SERVICES NEED WITH
PERSONS SERVED**

Time Periods

- ☐ October - December _____(year)
- ☐ January - March _____
- ☐ April - June _____
- ☐ July - September _____

Due Dates

February 28

May 31

August 31

November 30

Quality Improvement Performance Indicators:

Persons served age 18 or older meeting a diagnosis of substance abuse or dependency who received services that are supported in whole or in part by funding provided in SA contract with MDCH and PIHPs divided by the projected substance abuse or dependency prevalence.

Population	1. Unduplicated # of Persons Served for Substance Abuse	2. Estimated Substance Abuse or Dependency	3. Penetration Rate
Persons Aged ≥ 18			

Definitions:

“Served” means received treatment services that are supported in whole or in part by funding provided in SA contract with MDCH and PIHPs.

Include those persons who reside in the CA region who were served (i.e. had services paid for by the CA) out of the CA region; **do not** include those served in the CA region who reside out of the CA region (and whose services were paid for by another CA).

“Persons Served for Substance abuse or Dependency” mean those persons who received a diagnosis within these classifications under the American Psychiatric Association: *Diagnostic and Statistical Manual of Mental Disorders*, Fourth Edition (DSM-IV).

All CAs need to ensure that all admission records from funded treatment programs are reported and that client discharge records for all admissions are received on a timely basis.

“Penetration Rate” is found by dividing column 1 by column 2.

**MICHIGAN SUBSTANCE ABUSE SERVICES
PERFORMANCE INDICATOR SYSTEM, 5.2
DATA REPORT**

For

_____ Coordinating Agency

OUTCOMES: SATISFACTION - CONSUMER SATISFACTION

Time Periods

- ☐ October - December _____(year)
- ☐ January - March _____
- ☐ April - June _____
- ☐ July - September _____

Due Dates

February 28
May 31
August 31
November 30

Quality Improvement Performance Indicators:

The percentage of persons 18 and over with a substance abuse or dependency diagnosis who received services that are supported in whole or in part by funding provided in SA contract with MDCH and PIHPs who report satisfaction with services.

The percentage of persons under age 18 and/or their families who received services that are supported in whole or in part by funding provided in SA contract with MDCH and PIHPs who report satisfaction with services.

Population	1. # Surveyed	2. # Responded to Survey	3. # Satisfied	4. % Satisfied of Responders
Persons Aged ≥ 18				%
Persons Aged < 18				%

Definitions:

Include those persons who reside in the CA region who were served (i.e. had services paid for by the CA) out of the CA region; **do not** include those served in the CA region who reside out of the CA region (and whose services were paid for by another CA).

All CAs must implement client satisfaction surveys and collect this necessary information. Although collecting this information can be frustrating, it must be done.

All CAs must continue administering surveys for those both in treatment and those discharged.

The percentage recorded in column 4 must be mathematically possible (for example, if 10 clients respond to a survey, then 95% of them can NOT be satisfied).